

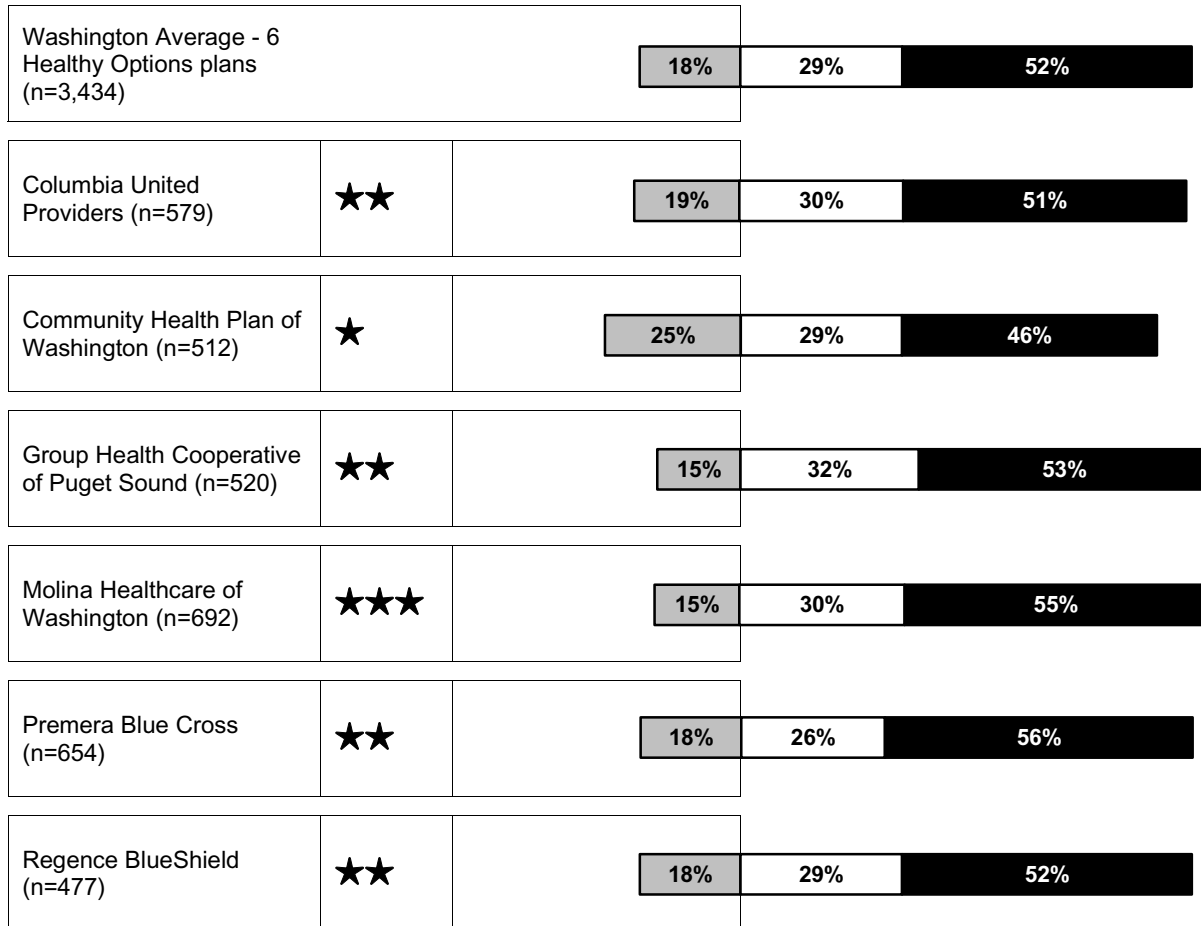
Healthy Options Children with Chronic Conditions

CAHPS® Questions

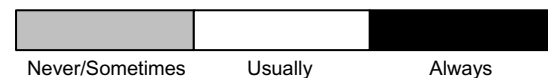
Composite

Getting Care Quickly

This chart summarizes the responses to survey questions 18, 20, 23 and 31 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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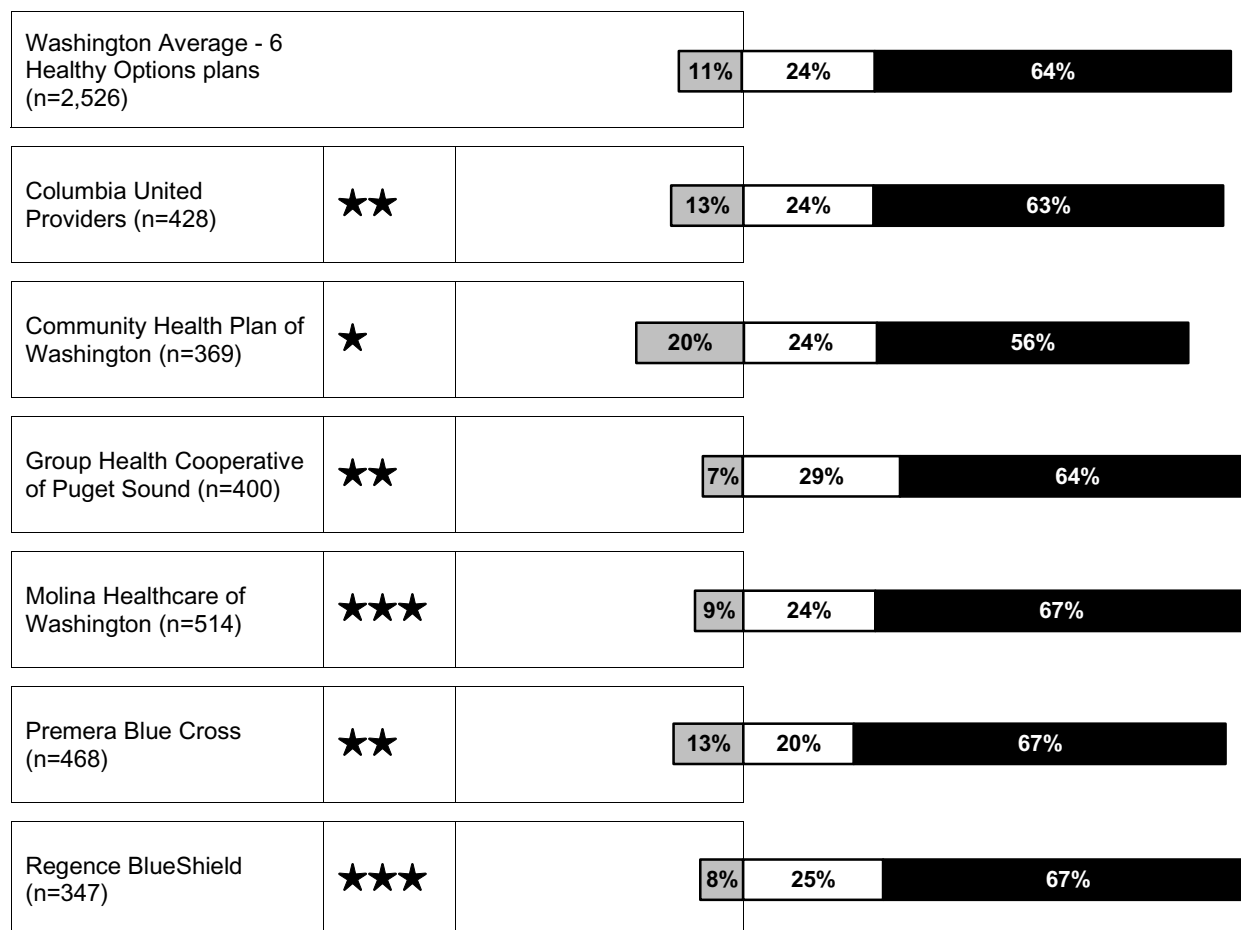
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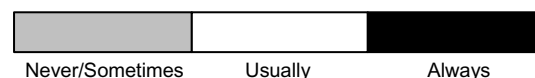
Question 18

Getting Care Quickly

Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



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★	Statistically worse than the Washington average of 6 Healthy Options plans



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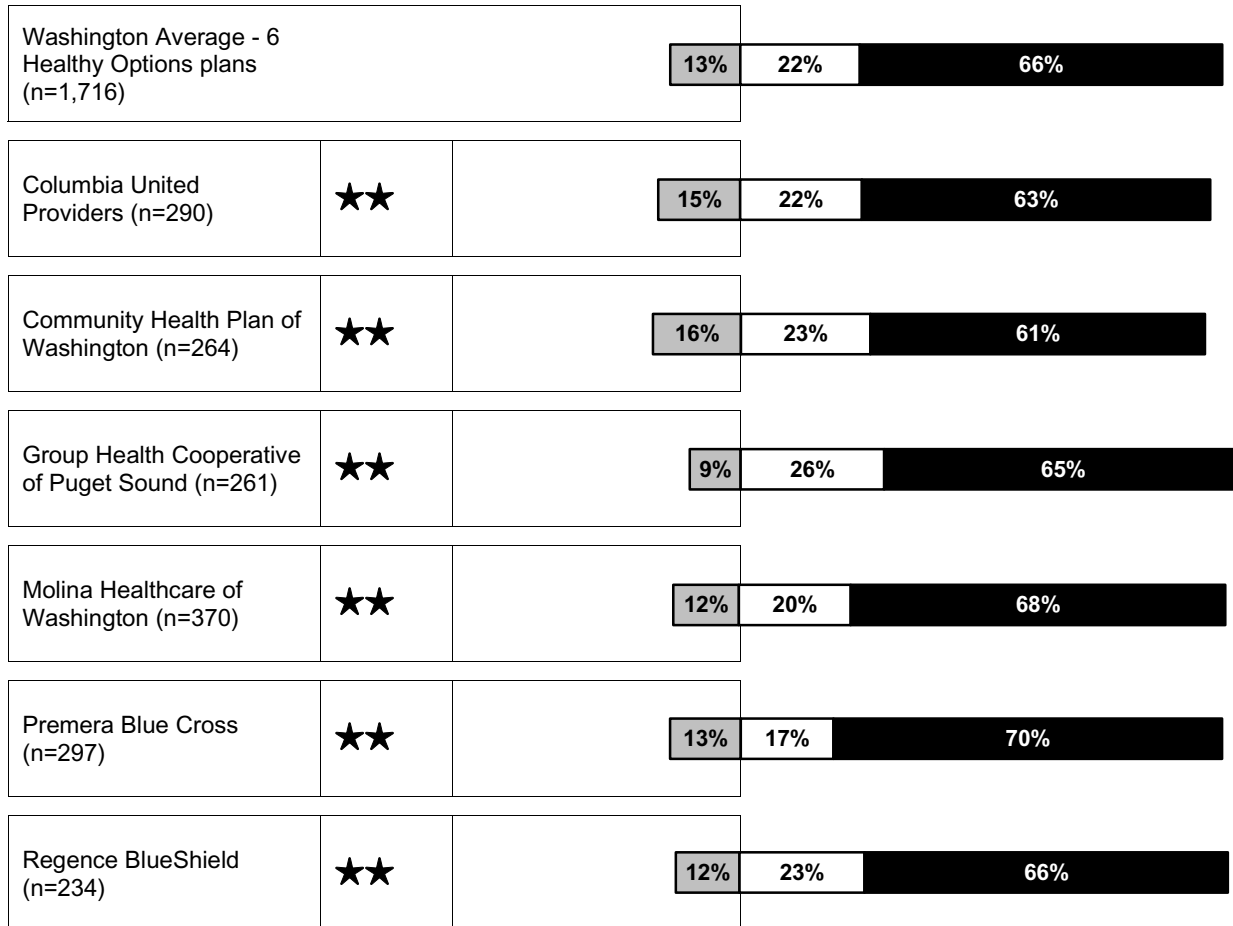
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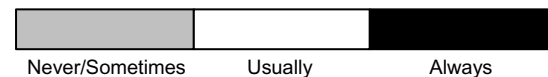
Question 20

Getting Care Quickly

Q20. "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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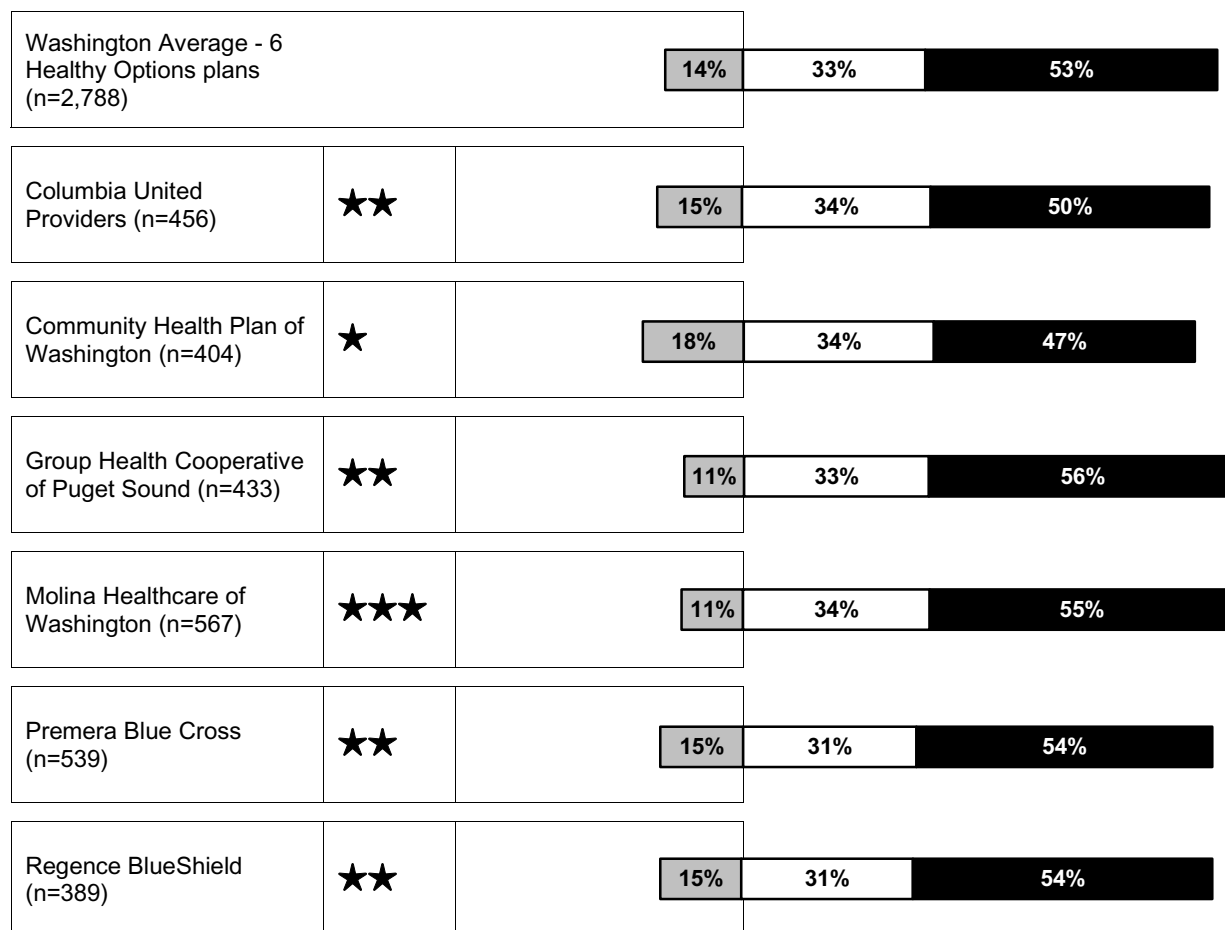
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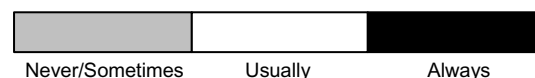
Question 23

Getting Care Quickly

Q23. "In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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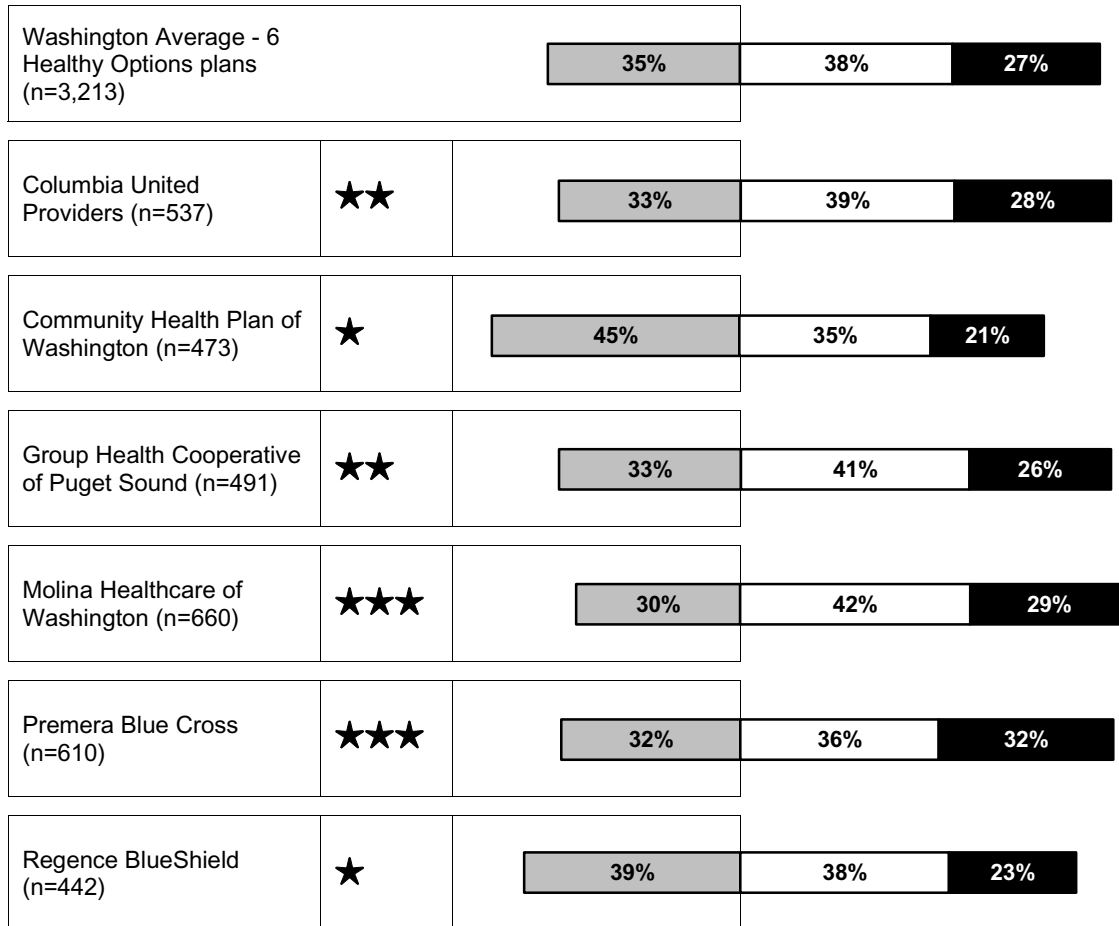
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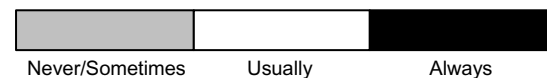
Question 31

Getting Care Quickly

Q31. "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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